

Send Request to Doctor Instructions

Access the Website:

1. Open an Internet browser (such as Internet Explorer or Netscape)
2. In the address window type: **eme.ssa.gov**

Or

Click on this link: <http://eme.ssa.gov>

3. Once you have this page up, click on Favorites
 - o Select “Add to Favorites”
 - o In the name field, type **Electronic Records Express**
 - o Click OK
4. Enter your Username
5. Enter the password given to you by phone.

Change Your Password:

If this is the first time you are logging on, you will be required to change your password.

1. Enter the password we gave you in the old password field.
2. Enter a new password that is at least 7 characters long and includes both letters and numbers.
3. Enter the new password again into the Confirm New Password field.

Send Files:

- Look on the right under the ELECTRONIC RECORDS SERVICES heading and select “Send Request to Doctor”. This option will take you to the **Electronic Records Express – Send Request to Doctor** page.

Step 1: Select the appropriate Doctor.

Step 2: Select the “Browse” button to select the file to send. (Do not send files that are password protected.)

Select the “Add Another File” button to send additional files.

Step 3: Select the “Submit” button to forward the information to the receiving doctor.

Receive Files:

- The receiving office will get an email notifying them of the file receipt.

Step 1: Click on the link provided in the email

OR

Open an Internet browser (such as Internet Explorer or Netscape) and type in the address window: **eme.ssa.gov**. Look on the right under the ELECTRONIC RECORDS SERVICES heading and select “Pickup Files”.

Step 2: Select the file(s) you wish to view or store.

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- Step 3:** Move the file(s) from the inbox folder to the trash folder by selecting the checkbox to the left of the file name(s). Then select the “Send Selected Item(s) to Trash” option at the bottom of the page.
- Step 4:** Periodically delete files from the trash folder by selecting the checkbox to the left of the file name(s). Then select the “Delete Checked Item(s)” option at the bottom of the page. **NOTE:** *Your files will be automatically deleted 45 days after receipt.*

Update User Information:

Your user profile information that we currently have in our records can be modified via the User Information box on the Electronic Records Express Website Homepage. If our records are incorrect, change your profile information by performing the following steps:

1. Select the ‘Change’ link within the User Information box.
2. Enter your new profile information within appropriate field.
3. Select the ‘Submit’ button to forward the change.
4. A Confirmation Email will be sent to your new profile information once the change is processed.

NOTE: Only the lead contact can change the profile information for an organizational shared user account